

*To:dlrall\$1,dlrall\$2,dlrall\$3,dlrall\$4

ATTN: Service and Sales Managers

Safety Recall #C43 - Instrument Cluster Capacitor
STOP SALE ORDER

Involved Vehicles:

2004 (HB) Dodge Durango vehicles built through December 7,
2003 (MDH 120701).

An instrument cluster circuit board capacitor on about 27,000 of the above vehicles may overheat and cause an instrument panel fire. Dealers are required to IMMEDIATELY STOP THE SALE of these vehicles and perform the repair for this condition prior to retail delivery. The repair takes less than one hour and requires no parts or special tools. All unsold vehicles can be sold as new and delivered to customers after this repair is performed.

IMPORTANT: ACCORDING TO OUR RECORDS, MOST OF THE INVOLVED VEHICLES ARE STILL IN DEALER NEW VEHICLE INVENTORY. FEDERAL LAW REQUIRES YOU TO STOP SALE AND COMPLETE THIS RECALL SERVICE ON THESE VEHICLES BEFORE RETAIL DELIVERY.

Dealers must also contact owners of sold vehicles involved in this recall and arrange to have this repair performed immediately.

VIN LISTS ON DEALERCONNECT GLOBAL RECALL SYSTEM:

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) for dealer inquiry as needed. To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for this recall can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence. If C43 is not listed, there are no involved vehicles assigned to your dealer code.

IMPORTANT: The entire dealer recall notification letter can be viewed on STAR Online. From the DealerCONNECT Service tab, select "STAR Online", then select "STAR Center News & Documents" and then select "Safety Recall #C43 - Instrument Cluster Capacitor" in the "Documents and Reference Sheets" section.

In addition, the recall notification letter will be available on TechCONNECT on Tuesday December 16, 2003. Additional copies of the recall notification letter will also be forwarded via DCMS mail in the near future.

The above recall is being mailed today to all dealers by FIRST CLASS MAIL in an orange-bordered envelope that reads:

ATTENTION: SERVICE MANAGER

RECALL MATERIAL ENCLOSED
IMMEDIATE ACTION REQUIRED

The envelope contains one copy of the dealer recall service instruction letter and a VIN listing for the involved vehicles your dealership was invoiced. Please advise your appropriate personnel to forward the orange-bordered recall envelope to your Service manager as soon as it is received.

THE OWNER NOTIFICATION MAILING FOR THIS RECALL WILL BEGIN IN ABOUT ONE WEEK.

If you have not already done so, please take the time to ensure that your personnel are prepared to execute a customer friendly process for inquiries, scheduling and repairing the involved vehicles.

If you have any questions regarding this action, please contact your Service and Parts District Manager.

Customer Services Field Operations
DaimlerChrysler Corporation

All Dodge Dealers

Subject: 2004 Durango Stop Sale

December 12, 2003

Earlier today you were notified about a Stop Sale on the new 2004 Durango. We support this action and don't want customers driving these units. However, it is acceptable to present & close customers on the new Durango as long as this repair is completed prior to delivery. So, we'd ask you to sell those customers you see during the weekend and complete the quick repair before delivery on Monday.

If we follow this plan we will maintain the momentum that we are experiencing on this great new product.

G.E. Dilts
Senior Vice-President Sales